



County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 695-4801



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August 20, 2015

TO: Each Supervisor

FROM: Sheryl L. Spiller
Director

Richard Sanchez
Chief Information Officer

SUBJECT: MICHAEL J. SYLVESTER II – ASSISTANT DIRECTOR OF THE LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES HONORED AS THE 2015 GOVERNMENT CHIEF INFORMATION OFFICER OF THE YEAR BY THE LOS ANGELES BUSINESS JOURNAL

We are pleased to notify the Board that Michael J. Sylvester II, Assistant Director of the Los Angeles County Department of Public Social Services was recently named as the 2015 Government Chief Information Officer (CIO) of the Year by the Los Angeles Business Journal (LABJ), and also featured in the June 2015 edition of the LABJ Magazine, a weekly publication focused on a wide-range of issues in the local economy.

Established in 1979, the LABJ is a weekly publication which provides award-winning comprehensive coverage of local business news that examines the many ways that the Los Angeles economy operates, and provides in-depth analyses of the community's dynamic business and economic environment. According to the Journal's website, it has a weekly print circulation of 24,000, and over 40,000 unique monthly website visitors. This is the fourth year of the LABJ's celebration of Los Angeles' finest Information Technology (IT) leadership minds with the Chief Information Officer/Chief Technology Officer Awards event, which was held on Wednesday, June 3, 2015 at the LA Hotel Downtown. This year's field included over 60 superb finalists, each described as an example of excellence in the field of corporate technology stewardship, and made for a very difficult honoree selection. Mr. Sylvester was one of ten particularly outstanding honorees that the LABJ was excited to shine a light on, winning the Government Category.

We would like to congratulate Mr. Sylvester and his staff for this achievement, and to express our sincere gratitude to the Board and the Chief Executive Office for their continued support of the implementation and utilization of leading edge technologies

throughout Los Angeles County, and contributing to furthering our vision of becoming a technologically advanced department, using innovative IT initiatives to improve operational efficiency, and expand and enhance how we provide social services to the benefit of our customers and staff.

In closing, I would like to share a hard copy of the LABJ article featuring Mr. Sylvester. You can also access the article (page 34) on-line via the following link:
http://www.cbjonline.com/a2labj/supplements/CIOAwards_20150608.pdf

SLS:dlk

Attachment

c: Interim Chief Executive Officer
 Acting Executive Officer, Board of Supervisors
 Interim County Counsel

CIOs OF THE YEAR
2015

Honorees

GOVERNMENT CIO OF THE YEAR

MICHAEL SYLVESTER

DIRECTOR, BUREAU OF CONTRACT
AND TECHNICAL SERVICES
LOS ANGELES COUNTY DEPARTMENT
OF PUBLIC SOCIAL SERVICES

MICHAEL J. Sylvester is Department Chief Information Officer and Assistant Director of the Los Angeles County Department of Public Social Services (DPSS). He is paving the way with his leadership, with an emphasis on utilizing leading edge technology throughout Los Angeles County, to modernize the department's systems and make the most of contemporary technology.

In the wake of the financial crisis, the need for human services skyrocketed, while resources at DPSS, like many government agencies, continued to tighten. The increase in the number of citizens served, as well as the scope of services needed, stressed long-standing delivery systems rooted in face-to-face business processes and paper.

Sylvester looked to modernize mission critical technology solutions to fill the gap between demand and resources. He successfully communicated this vision to the Department's Executive team who provided their full support, and to his IT management team and staff who were critical in bringing his vision to fruition. As one example, Sylvester and his team developed a Mobile Technology Initiative to identify, shape and deploy modern mobile technology that could improve efficiency and customer service. This initiative extended public assistance services beyond the traditional office visit, improving customer service and organizational efficiency by enabling self-service through mobile and browser-based technology.

Sylvester and his team were among the first to pioneer and fully integrate document imaging, web portals, Voice Over IP, call-center telephony and mobile applications for use in the public sector. Shaping these tools to conform to the complex public policies and procedures and then securing the



necessary buy-in to implement these tools to the scale of Los Angeles County has been a true innovation. After shaping the design, Sylvester and his team successfully convinced multiple groups of stakeholders and oversight organizations that client sensitive data could be successfully and securely available on the web and then via a mobile device.



NON-PROFIT CIO OF THE YEAR

RAY AUSTAD

WEBMASTER
STEPHEN S. WISE TEMPLE

RAY Austad has been involved in the technology field since 1996. He joined the Stephen S. Wise Temple and Schools team in 2005, and was last year named Digital Communication and Information Systems Manager. Since 2010, he has been involved in numerous aspects of the Stephen S. Wise Temple information security program and works to make programs and systems both usable and as secure as possible. He also enthusiastically brings security awareness to the IT team, staff, the school and the synagogue community.

Austad has made a name for himself with his consistently excellent and innovative approaches to problem resolution, especially when it comes to information security. He has overseen Stephen S. Wise Temple's WAF product and he is now instrumental in transitioning the Temple's security to a new out-sourced provider.

Coworkers report that Austad loves to work with people and help them solve their problems, which has helped contribute to the effective and cohesive team culture at the Temple.

Outside of his work at the Temple, but still highly relevant to Austad's career, is his ongoing series of contributions to the Information Systems Security Association (ISSA). ISSA is the nonprofit community of choice for international cybersecurity professionals dedicated to advancing individual growth, managing technology risk and protecting critical information and infrastructure.

Austad has significantly stepped up to help ISSA in recent months and has been working on the organization's annual summit. In addition to previously serving as ISSA's technology director on its board, Austad has returned to be ISSA's security evangelist and help the organization get people to attend its critical information security summit. He has also consulted for the Association and provided his expertise with web and digital marketing and communication for its monthly meetings. He is also a member of OWASP Los Angeles, and regularly attends InfoSec meetings and conferences.